

Explore and experience
the privileges



HSBC India Premier Platinum Debit Card Service Guide



Together we thrive

Welcome to the world of The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India). You will be pleased to know that you now have an HSBC India Premier Platinum Debit Card that brings you convenience and privileges.

The debit card gives you electronic access to your savings or current account with HSBC India. As part of HSBC India's constant endeavour to offer its customers enhanced value, the Debit Card from HSBC India offers the added protection of Chip technology – a global security standard in cards. Debit Cards from HSBC India are classified as 'Chip and PIN' debit cards.

Your HSBC India Premier Platinum Debit Card can be used¹ at HSBC Group ATMs of Visa network and at Visa merchant outlets.

The HSBC India Premier Platinum Debit Card offers you the best possible alternative to carrying cash and allows you extensive access to your savings or current account, anywhere and anytime.

Under the HSBC loyalty programme, spends on your HSBC India Premier Platinum Debit Card earn Extra points at the participating merchants which can be redeemed for rewards of your choice.

To learn more about the services you can enjoy and the usage of your HSBC India Premier Platinum Debit Card, please read this user guide and Cardholder's agreement thoroughly.

Thank you for giving us the opportunity to serve you. We look forward to being of service to you and hope you will enjoy using your HSBC India Premier Platinum Debit Card.

¹Subject to you opting for international usage on your debit card. Please refer to terms and conditions to know more about international usage.

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Knowing your HSBC India Premier Platinum Debit Card – Important definitions

Front

1. **Chip:** The embedded Chip provides the latest in security features. The Chip protects your card from fraudulent usage – especially counterfeiting and skimming card frauds.
2. **Debit Card number:** This is your exclusive 16-digit card number. Please quote this number in all communication/correspondence with the Bank.
3. **Your name:** Only you are authorised to use your debit card. Please check to see that your name has been correctly printed.
4. **Electronic usage sign:** In case of purchase transactions, the HSBC India Premier Platinum Debit Card can only be used at merchant outlets with Point of Sale (POS) swipe terminals. Please do not use your HSBC India Premier Platinum Debit Card at merchants with 'paper imprinters' or for Mail Order/Telephone Order (MOTO) transactions.
5. **Valid From - Expires End (mm/yy):** Your debit card is valid from the first day of the month until the last day of the month of the year indicated on the debit card.
6. **Visa Electron/Visa logo and hologram:** Any merchant establishment displaying this logo should accept your HSBC India Premier Platinum Debit Card.



Back

- Magnetic stripe:** Important information pertaining to your HSBC India Premier Platinum Debit Card is encoded here. Please protect your HSBC India Premier Platinum Debit Card from scratching and exposure to magnets and magnetic fields as they can damage the stripe.
- Signature panel:** Please sign this panel immediately on receipt of your HSBC India Premier Platinum Debit Card with a non-erasable ballpoint pen (preferably in black ink). The signature you will use to sign charge slips at merchant outlets needs to be the same as this signature in case the transaction done through non PIN enabled POS terminals.



- Card Verification Value (CVV):** The CVV Number (Card Verification Value) on your debit card is a 3-digit number on your Visa debit cards.
- Personal Identification Number (PIN):** You will receive a confidential PIN for use of your debit card at ATMs.
- Service Provider** - 'Service Provider' means third party utility service provider or any other service provider, for e.g. CSP, Electricity Distributor, Gas Distribution Agencies, Insurance Providers, etc.
- Gross Negligence** - Gross negligence is a conscious and voluntary disregard of the need to use reasonable care, which is likely to cause foreseeable grave injury or harm to persons, property, or both is not covered under the insurance cover offered by the Bank.
- Lost Card Liability** - The HSBC India Premier Platinum Debit Cardholder has nil lost debit card liability after reporting and registering the loss of the HSBC India Premier Platinum Debit Card to HSBC. Lost Card Liability protection is offered both by ICICI Lombard and Visa

Important points

- For your safety, the HSBC India Premier Platinum Debit Card sent to you is inactive, for use at merchant establishments or for online transactions (Please refer to the section 'Getting started with your HSBC India Premier Platinum Debit Card' on page 10 for details on how to activate your card)
- A Personal Identification Number (PIN) will be issued to you separately, for using your HSBC India Premier Platinum Debit Card at ATMs and POS terminals
- We will send this PIN to your registered mobile number by SMS within 3 working days after your debit card is issued subject to successful authentication . Refer 'PIN and Passwords' section below for details on the process to be followed. You can change this PIN to one of your preference, by using the PIN change facility at any HSBC ATM

PINs and Passwords

- A. We will conform to internationally accepted standards for PIN generation, storage and terminal security relating to PINs and passwords. This will ensure confidentiality and security for your protection.
- B. We will send your Debit Card PIN by SMS to your mobile number registered on our records.

Please follow these steps.

Step 1: Once your Debit Card is issued and/or you request for an ATM PIN at Phone banking/Branch (for existing debit card holders) , we will send you an SMS notification for your Debit Card ATM PIN on your registered mobile number as available in our records. You need to respond to this SMS by sending a password or authentication code from your same mobile number.

Step 2: The password is a combination of the first two letters of your first name on the card, date of birth as DDMM and the last 4 digits of your credit card number (no symbols or spaces). SMS this password to +919958418884.

Step 3: After we validate your password, we will send your Debit Card PIN by SMS. Please treat your PIN as confidential and memorize it. After you use this PIN, you can change it to one of your preference at any HSBC ATM. It is recommended that you delete the PIN SMS for security reasons.

If you are unable to validate your password/details through an SMS, or if the validation is not successful after two retry attempts, request you to contact HSBC PhoneBanking or visit your nearest HSBC India branch and request for a new PIN. We will follow this approach for PIN on new Debit Cards issued by us.

- C. The above process will also apply for regeneration of PIN for existing debit cards. You can place the PIN regeneration request by calling HSBC PhoneBanking, at your nearest HSBC India branch or by logging on to the HSBC Personal Internet Banking service and sending a secure message. The PIN will be sent to your registered mobile number via SMS in one (1) day or will be delivered at your registered communication address with us within seven (7) days, as per your convenience, after the PIN regeneration request is successfully placed.
- You will be required to authenticate your purchases at merchant outlets in India using your 6-digit PIN at the Point of Sale (POS) terminal, to complete the payment. Please contact us in case you need a new PIN to be issued

For all debit cards issued on or after 1 December 2013, customers who have opted for domestic usage will not be able to make any overseas transaction, ATM and Point of Sale (POS) including online transactions on international websites.

Please note in absence of usage preference, bank shall issue a debit card with domestic usage only.

To convert the card from domestic usage to international or vice versa, you can call HSBC India PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC India branch. The form is also available under application forms section in www.hsbc.co.in

- For successful use of your debit card it is important that your bank accounts is operational and has sufficient balance at any given point of time. Your debit card also needs to be operational, i.e. it should neither be blocked/hot listed nor expired
- For online purchases, you should fill in the correct debit card details including CVV number (found at the back) and OTP which you would get as a test message on your mobile number registered with us. OTP is valid for that particular transaction only

- Please check the name on your HSBC India Premier Platinum Debit Card and sign on the signature panel on the reverse of your HSBC India Premier Platinum Debit Card
- Do remember to begin using this debit card only from its 'Valid From' date
- To know more on your debit card usage, please refer to the Frequently Asked Questions (FAQs) hosted in www.hsbc.co.in or call HSBC India PhoneBanking for further details
- Since PIN/signature verification is essential for debit card transactions, you need to be physically present along with your HSBC India Premier Platinum Debit Card at the time of purchase through non PIN enabled POS terminals, i.e. the HSBC India Premier Platinum Debit Card cannot be used for Mail Order/Telephone Order (MOTO) transactions
- By using your debit card, you accept the terms and conditions stated in the Cardholder's agreement. The terms and conditions are also uploaded on the HSBC India website for Cardholders information
- In case you use your HSBC India Premier Platinum Debit Card as a Power of Attorney (POA) holder [on behalf of the account holder(s)], we require you to state 'POA Holder' or 'Constituted Attorney' below your signature at the time of executing payments at merchant establishments on the charge slip
- We request you to intimate the Bank in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). Please surrender your debit card before proceeding overseas on permanent employment and/or emigrating and/or changing your nationality. Please ensure that use of your debit card is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres with the provisions under the Foreign Exchange Management Act, 1999 (FEMA). Any violation may hold you liable for action as per the guidelines of the Act
- If you are receiving an HSBC India Premier Platinum Debit Card on renewal/replacement of your existing debit card, then a new PIN will not be issued. Please use your existing PIN for activation of your card

- If you have an existing/earlier issued HSBC India Debit Card linked to any of the accounts which is linked to this HSBC India Premier Platinum Debit Card, it will be deactivated 30 days from the date of this letter. To prevent any misuse, please remember to destroy your earlier debit card by cutting it across the magnetic stripe once you have used your HSBC India Premier Platinum Debit Card
- You only will be able to access only your primary account at merchant establishments whilst transacting on this debit card
- You can use your HSBC India Premier Platinum Debit Card at HSBC Group ATMs of Visa network and at Visa merchant outlets worldwide
- For a resident customer, usage of debit card towards drawing cash or making payment to a merchant establishment overseas during your visit abroad is only for permissible current account transactions and is subject to limit as prescribed under Liberalised Remittance Scheme (LRS) as applicable from time to time.
- From 15 September 2016, in addition to the SMS that you received on your registered mobile number on debit card transactions at Point of Sale (POS) terminals, ATMs and internet purchases, you will also be receiving e-mail alerts on your registered e-mail ID, confirming the debit card transaction. To avail this facility, please ensure that your current e-mail ID and mobile number is registered on Bank's records. To update mobile/e-mail ID, please call HSBC PhoneBanking numbers. Alternatively you can update the same through Personal Internet Banking.
- Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 01 July 2017.

Please note:

HSBC India Debit Card linked to Non-Resident Ordinary (NRO) Account or Power of Attorney (POA) debit card linked to HSBC India NRE Account will have access only to HSBC India ATMs, ATMs affiliated to the Visa network and Visa merchant outlets in India.

Getting started with your HSBC India Premier Platinum Debit Card

Activating your HSBC India Premier Platinum Debit Card

For security reasons, we send you an inactive card. You need to activate your card first before using the card at any merchant establishment or for online transactions.

To activate your HSBC India Premier Platinum Debit Card:

1. The debit card can be activated through IVR. Kindly call us on 1800 103 4015.
2. Use your HSBC India Debit Card at any Visa ATM worldwide, by entering the PIN. This is applicable only to debit cards linked to HSBC India Resident and/or Non-Resident External (NRE) Account.

or

3. Use your debit card at POS terminal that supports Chip and PIN capability. You will need to enter your 6-digit PIN after the merchant dips the debit card at the POS terminal.

or

A Personal Identification Number (PIN) will be issued to you separately for using your debit card at ATMs and POS terminals.

Please note:

In case your HSBC India Debit Card is linked to Non-Resident Ordinary (NRO) Account or is a Power of Attorney debit card linked to HSBC India NRE Account, you are requested to use the debit card at any Visa ATM/merchant outlet in India, by entering the PIN issued by HSBC India.

Merchant Establishment

You need to follow these simple steps to make payments at merchant establishments with your HSBC India Premier Platinum Debit Card.

1. Look for a Visa logo at the merchant establishment. The merchant must have an Point of Sale (POS) swipe terminal.
2. Shop and select the goods you wish to purchase.
3. Present your HSBC India Premier Platinum Debit Card to the merchant at the time of making payment. The merchant will dip the debit card into the card reader in the POS terminal and enter the amount to be paid by you.
4. At the PIN enabled POS outlets, you will be required to enter your HSBC India Premier Platinum Debit Card PIN on the POS machine.
5. A charge slip is generated from the electronic swipe terminal.
6. Check the amount on the charge slip and sign it in case the transaction done through non PIN enabled POS terminals. Your signature must match that on the HSBC India Premier Platinum Debit Card.

7. The merchant verifies the signature and returns the HSBC India Premier Platinum Debit Card along with charge slip.
8. After a successful authorisation, a hold for the transaction amount will first be placed on your account. Your account will subsequently be debited for the transacted amount.
9. Please refer to the section titled 'Important guidelines on international usage' for details on usage of your HSBC Debit Card at merchant establishments located outside India.

Online usage

- Your HSBC India Premier Platinum Debit Card can be used for shopping online at websites where Visa cards are accepted. Whether, it is travel or movie tickets, hotel reservations, shopping for luxuries, paying utility bills or making investments - you can do it safely from the comfort of your home. Your online transactions are secured by 3-D Secure (3DS) technology, which is an added layer of security for online credit and debit card transactions. 3DS was developed to improve the security of online transactions and is offered to customers as the Verified by Visa (VbV) service
- Please note that, you will not be able to transact online other than Verified by Visa (VbV) sites
- To shop online with your HSBC India Debit Card, you would need to input the CVV number of your debit card (found at the back of debit card) and require to authenticate the transaction using an One Time Password (OTP). The OTP will be automatically sent by our system to your registered mobile number via SMS when you initiate the online transaction. At the VbV authentication screen you will be required to enter the 6-digit OTP to complete the online transaction
- Please ensure, you have registered your mobile number with the Bank to receive the OTP and authenticate the online transaction
- All merchants in India offering online transaction option on their websites are required to implement two factor authentication as per RBI mandate. Therefore, in case an Indian website does not provide VbV service, the transaction will be declined
- If the website is based abroad and does not provide VbV service, the online transaction will be selectively approved based on the type of purchase transaction and as per HSBC India's policy

- You are requested to adhere to the terms of usage of your HSBC India Debit Card while undertaking such online transactions

At ATMs

At an HSBC ATM, you can perform any of the following transactions:

1. Cash withdrawal
2. Balance enquiry
3. Obtain a mini account statement - last 8 transactions on your account
4. Transfer funds between HSBC Accounts
5. Change PIN
6. Request account statements
7. Request a cheque book
8. Deposit cash/cheque at select ATMs where this facility is available

Please note:

At other bank Visa ATMs, you can only access the primary account linked to your HSBC India Premier Platinum Debit Card.

Your bank account linked to your HSBC India Premier Platinum Debit Card should have appropriate balance to carry out any transactions on your debit card.

Cash withdrawals and balance enquiries overseas will attract a transaction fee of ₹120 (per transaction) and ₹15 (per enquiry) respectively.

The Bank will charge (w.e.f. 20 July 2009) a cross currency conversion mark-up of 3.5% of the INR value of the transaction (plus applicable taxes[#]) on all international transactions (ATM and Point of Sale) using the HSBC India Premier Platinum Debit Card.

Taxes will be applicable as per the prevailing rates. Please refer Tariff Sheet on page 20 for further details.

Note: Cardholders who have opted for international use, will be able to perform the above transactions at international HSBC ATMs.

[#]Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/ Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 1 July 2017.

Benefits of HSBC India Premier Platinum Debit Card

Your HSBC India Premier Platinum Debit Card entitles you to a host of privileges:

- Extra points on spends on your debit card with HSBC loyalty programme

HSBC India in association with Pinpoint India Pvt. Ltd. presents the Loyalty Programme - an initiative to reward its customers with 'Extra points' on select banking transactions and HSBC Debit Card spends with Extra Partners. Spends on your debit card earn Extra Reward points at certain participating merchants which can be redeemed for rewards of your choice. To know more details and terms and conditions related to the HSBC loyalty programme, please visit www.hsbc.co.in

- Enjoy higher Transaction Limits

For HSBC India Premier Platinum Debit Cardholders, the daily ATM cash withdrawal limit and purchase transaction limit are ₹250,000 per day, subject to the balances held in the account. Please note that, the limits on Cash withdrawal and purchase transactions are subject to clear funds available in HSBC India Premier Account/s. Usage of debit card towards drawing cash or making payment to a merchant establishment overseas during your visit abroad is only for permissible current account transactions and is subject to limit as prescribed under Liberalised Remittance Scheme (LRS) as applicable from time to time.

- Enjoy 24X7 Access to HSBC India PhoneBanking/ Customer Services

To activate your HSBC India Premier Platinum Debit Card or for any queries regarding your HSBC India Premier Platinum Debit Card, please call HSBC India PhoneBanking. To know the HSBC India PhoneBanking numbers in your city, please refer to the section 'PhoneBanking Numbers'.

- 24X7 Concierge Service

As a privileged HSBC India Premier Platinum Debit Cardholder, enjoy 24-hour access to a wide range of special assistance services, making your life simpler. To avail of the concierge services from India, just dial 000 117 followed by 866 765 9643. This number is accessible only from a phone which has international dialling facility. This is a toll-free number from India and you will not be charged for this call.

- Additional Cards

Additional HSBC India Premier Platinum Debit Cards will be issued to joint accountholders of the account, provided the operating instructions for the account are 'Anyone or Survivor'. To know how to apply for additional cards, please call HSBC India PhoneBanking.

- **Effective Money Management Tool**

All transactions on your HSBC India Premier Platinum Debit Card including those on additional cards will reflect along with the relevant details on your regular bank account statement sent periodically.

- **Insurance cover on your HSBC India Premier Platinum Debit Card**

Your HSBC India Premier Platinum Debit Card is insured through insurance service provider ICICI Lombard that covers you up to ₹500,000 under the following scenarios -

- Lost Card Liability
- Counterfeit/Skimming of Cards
- Online fraud protection

Lost Card Liability*- Your liability for unauthorised transactions on the Lost Card. The HSBC India Premier Platinum Debit Cardholder has nil lost debit card liability after reporting and registering the loss of the HSBC India Premier Platinum Debit Card to HSBC India. Please refer the debit card terms and conditions for details.

Counterfeit Cards - Skimming i.e. Any Fraudulent Use of a Bank Card(s) where property, labor or services are sold and delivered by a merchant to an individual purporting to be the Cardholder using telephone, fax machines, postal services or a computer based system or network) is covered under this Policy.

Online fraud protection - Phishing/account takeover i.e. Any fraudulent loss or damage arising due to Information obtained by Unauthorised Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank Card processor) is covered under this Policy.

*Lost Card Liability Protection is also provided by Visa up to ₹100,000; however customers may choose to claim either from Visa or from ICICI Lombard.

- **Lost Card Liability Protection provided by Visa**

You are protected directly by Visa from any financial liability, arising from purchase transactions done on your card, for up to 30 days prior to reporting the loss to HSBC. The maximum liability cover per card is ₹100,000.

- **Visa Platinum Offers**

Enjoy Visa Platinum privileges.

Visit www.visaplatinum.com for more details and terms and conditions.

International usage* of your HSBC India Premier Platinum Debit Card

(Applicable to debit cards issued on Resident and NRE Accounts if opted for international usage)

Your HSBC India Premier Platinum Debit Card can be used at Visa ATMs overseas for cash withdrawals and at Visa merchant establishments overseas for purchases. However, it is not valid for making transactions in currencies other than the local currencies of India, Nepal and Bhutan when travelling in Nepal and Bhutan.

To enhance security on your transactions, debit cards issued on or after 1 December 2013 will have an option of international or domestic usage facility. Cardholders who choose domestic usage facility will not be able to carry out the following kinds of transactions:

- Point of Sale (POS) transactions outside India
- E-commerce transactions on international websites
- Transactions at ATMs located outside India

Steps for usage of the debit card will be the same as usage in India. Your transaction will be in foreign currency but your account will be debited in INR. The rate of exchange will be determined by HSBC India.

All international transactions on your HSBC India Premier Platinum Debit Card will be reflected in your bank account statement.

Please note that you will be able to access only your primary account while transacting at Visa ATMs and merchant establishments overseas.

Please note:

The Bank will charge (w.e.f. 20 July 2009) a cross currency conversion markup of 3.5% of the INR value of the transaction (plus applicable taxes[#]) on all international* transactions (ATM and Point of Sale) using the HSBC India Premier Platinum Debit Card.

*Applicable to debit cards issued on Resident and NRE Accounts.

Visa Global Customer Assistance Services (VGCAS)

HSBC India Debit Cardholders can receive global assistance 24 hours a day, and 7 days a week when they travel overseas from Visa Global Customer Assistance Services.

Please note that the services are charged as follows:
Miscellaneous customer service enquiries: USD 5 per call
lost/stolen card reporting: USD 35 per card. The charges are subject to change and you are requested to verify the same with the service providers.

These services are available to you at the following toll free numbers:

Australia: 1-800-450346 Canada: 866-639-1911
Hong Kong: 800-900-782 United Kingdom: 0800-169-5189
Singapore: 800-4481-250 United States: 866-765-9644

For any other country, please log on to the Visa website www.visa-asia.com

Important guidelines on international usage

- All Chip debit cards issued on or after 1 December 2013 will be enabled for domestic or international usage as per the preference of the Cardholder at the time of debit card application
- In case you use your HSBC Debit Card internationally where the merchant does not have a Chip enabled POS terminal, the magnetic stripe on your debit card is then utilised for that international transaction. A limit of USD 1,500 per transaction will apply subject to the 'purchase transaction limit' (as defined in the Tariff Schedule) and available balance on your linked HSBC Account
- Cardholders have the option to change the status of their debit cards either to domestic usage or international usage during the life of the card. To convert the card you can call HSBC India PhoneBanking numbers or submit a 'Domestic/International Card Usage Form' at the nearest HSBC India branch
- All expenses including cash withdrawals incurred overseas must be strictly in accordance with the relevant guidelines of the Foreign Exchange Management Act, 1999 (FEMA)

Please note:

That the aggregate expenses you incur overseas (i.e. through cash/traveller's cheques/your bank account/debit card/credit card) should not exceed the limit set by RBI from time to time. For more details on your foreign exchange entitlement, please visit your nearest HSBC branch or call HSBC India PhoneBanking/Customer Service representatives in your city

- Any violation of the exchange control regulations arising out of utilisation of this HSBC India Premier Platinum Debit Card is the responsibility of the individual HSBC India Premier Platinum Debit Cardholder (primary/additional) and he/she shall be liable for action under the provisions of the Foreign Exchange Management Act, 1999 (FEMA), and any other regulations in force from time to time

- The onus of ensuring compliance with the regulations is with the holder of the internationally valid HSBC India Premier Platinum Debit Card
- Your account statement reflects both domestic and international debit card transactions. Each international transaction will show the amount in the transaction currency together with the corresponding Rupee equivalent
- To track your overseas spends in order to ensure that they are within permissible RBI limits, you will have to convert the equivalent Rupee amount shown on your statement for each overseas transaction to USD, using the day's telegraphic transfer selling rate, which can be obtained from your authorised dealer
- All transactions (domestic and international) incurred by your additional debit Cardholders will also be reflected on your account statement. Additional debit Cardholders also must ensure that the expenses they incur overseas are strictly in accordance with the Exchange Control Regulations of the RBI
- In case the debit card is used for both business and personal expenses, the two must be tracked separately to ensure that you comply with both the Basic Travel Quota and Basic Travel Allowance permissible limits
- The Cardholder will intimate HSBC India, in case of change of residency status as per Foreign Exchange Management Act, 1999 (FEMA). The Cardholder shall surrender Cardholder debit card before proceeding overseas on permanent employment and/or emigrating and/or changing nationality. Please ensure that use of card is in accordance with the relevant Exchange Control Regulations issued and amended by Reserve Bank of India from time to time and adheres with the provisions under the Foreign Exchange Management Act, 1999 (FEMA). Any violation of FEMA will render the Cardholder liable for action thereunder
- In case your debit card is lost/stolen or if you suspect that your debit card has been used fraudulently, call the HSBC India PhoneBanking numbers immediately to report the loss. The Bank will block the card immediately. In case you need your debit card to be re-issued, you can place a request through the HSBC India PhoneBanking numbers

Safeguarding your HSBC India Premier Platinum Debit Card

Dos	Don'ts
Treat your debit card like cash and keep it with you always	Never leave your debit card unattended
Your debit card is for your exclusive use only	Never surrender your debit card to anyone other than a designated Bank Officer at the HSBC branch and that too after destroying it
When you destroy your card upon card expiry or closure of your account, cut it into several pieces through the magnetic stripe	Never reveal or surrender your PIN to anyone
Please memorise your Personal Identification Number (PIN) and destroy all physical evidence of the PIN	Never keep a written copy of PIN in proximity of your debit card
It is recommended that you change the PIN to a number of your choice as soon as possible and at regular intervals (at least once in three months thereafter)	When transacting at a merchant outlet, never sign an incomplete charge slip
Always ensure that the debit card is used in your presence when transacting at merchant establishments	Do not attempt to use your debit card at merchant establishments that do not possess Point of Sale swipe terminals
Please promptly notify HSBC India in writing of any changes in your telephone number or mailing address	Do not attempt to use your debit card for making purchases via telephone/ mail, on the internet or in any other 'Card not present' situation

HSBC India aims to give you the highest level of service and keep you informed of products and services that may be of interest to you. If you require any assistance or are not satisfied with our services, please call our PhoneBanking numbers or write to your Branch Manager. Details are available on HSBC India website www.hsbc.co.in

HSBC India Premier Platinum Debit Card - Tariff Sheet

HSBC Customers

Service	Deposit accounts
Annual fee (p.a.)	Free
Additional card (p.a.)	Free
HSBC ATM cash withdrawal and balance enquiry India/Overseas	Free
Number of free [^] cash withdrawal transactions at other banks' ATMs in India/Overseas	Free
Non HSBC ATM cash withdrawal (outside India)	₹120 per transaction
Non HSBC ATM balance enquiry (outside India)	₹15 per enquiry
Card replacement fee (within India)	Free
Card replacement fee (outside India)	Free
PIN replacement fee	Nil
Card replacement fee	Nil
Charge slip retrieval/charge back processing fee	₹225
ATM cash withdrawal limit (per day)	₹250,000
Purchase transaction limit (per day)	₹250,000
Transfer limits (to accounts linked to or not linked to card) (per day)	₹150,000
Per transaction limit for cash withdrawal at other banks' ATMs in India	₹10,000
Transactions declined due to insufficient funds at an ATM	Free

*Will be recovered from the linked savings/current account in the subsequent calendar month.

Note:

1. Tariff structure is subject to change from time to time. Changes will be made with prospective effect giving notice of one month.
2. Use of debit card at petrol pumps would invite a surcharge of 2.5% of the petrol purchase value or ₹10 (whichever is higher).
3. The Bank will charge (w.e.f. 20 July 2009) a cross currency conversion markup of 3.5% of the INR value of the transaction (plus applicable taxes[#]) on all international transactions (ATM and Point of Sale) using the HSBC India Premier Platinum Debit Card.

[#]Please note that basis Goods and Services Tax (GST) regulations and notified GST rates, Central GST and State/ Union Territory GST or Inter-State GST, as applicable, would apply on our fees and charges with effect from 1 July 2017.

Non-Resident country specific disclaimers (applicable only for Non-Resident customers)

NRI deposits are under the Reserve Bank of India programme for Non-Resident Indians and are governed by the rules in effect from time to time relating to such programmes, are subject to the sovereign risk arising from and governed by the laws of, or any changes to the laws of India. NRI deposits/ accounts are held with The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) and are not insured by any insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made.

Non-Resident (NR) Accounts and Non-Resident Indian (NRI) Services are offered by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India) under the Reserve Bank of India programme for Non-Resident Indians and are governed by the extant rules and regulations and the applicable laws of India, relating to such programmes, and are subject to the sovereign risk arising from any changes to such laws/rules/regulations.

Approved for issue in the UK by HSBC Bank plc. 8 Canada Square, London E14 5HQ. Deposits/investments made with non-UK members of the group do not benefit from the protection provided under the UK Financial Services and Markets Act 2000, including the UK Financial Services Compensation Scheme under the UK Financial Services and Markets Act 2000.

NR deposits are offered under the Reserve Bank of India programme for Non-Resident Indians and are governed by the rules in effect from time to time relating to such programmes, are subject to the sovereign risk arising from, and governed by the laws of, or any changes to the laws of India. NR deposits with the Bank in India are not insured by Federal Deposit Insurance Corporation (FDIC) of the USA, nor by any other insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made. Under current US tax laws, US citizens and residents are subject to tax on their worldwide income. You should consult your tax advisor for the US treatment of income from these deposits.

NRI Accounts and Services are offered by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC India).

HSBC India is a branch of The Hongkong and Shanghai Banking Corporation Limited. The Hongkong and Shanghai Banking Corporation Limited has a Representative Office in the UAE licenced by the Central Bank of the United Arab Emirates.

Deposits/accounts held with HSBC India are not protected deposit and are not protected by Deposit Protection Scheme in Hong Kong.

For Residents within Kingdom of Bahrain, we remind you that deposits made with HSBC India do not benefit from the protection provided under the Deposit Protection Scheme established by the Central Bank of Bahrain regulation concerning the establishment of a Deposit Protection Scheme and a Deposit Protection Board.

NRI Services are provided by HSBC India. HSBC India is the branch of The Hongkong and Shanghai Banking Corporation Limited and HSBC India is not regulated in Canada. NR deposits with the Bank in India are not insured by Canadian Deposit Insurance Corporation (CDIC), nor by any other insurance company or corporation outside India and are payable only at the branch of the Bank in India where the deposit is made. You should consult your tax advisor for the Canada treatment of income from these deposits.

Deposits and accounts held with HSBC India are not protected by the Australian Financial Claims Scheme.

HSBC PhoneBanking numbers

HSBC PhoneBanking numbers in India

Toll Free numbers: 1800 103 4722 or 1800 266 3456

HSBC Premier PhoneBanking numbers for NR customers

Calls to India from overseas	: 040 - 6717 3406 \ 080 - 4908 9636
Bahrain	: 8000 4619 (Toll Free)
Canada	: 011 800 177 36666 (Toll Free)
Hong Kong	: 001 800 177 36666 (Toll Free)
India	: 1800 103 4722 (Toll Free) 1800 266 3456 (Toll Free)
Indonesia	: 001 8030176404 (Toll Free)
Kuwait	: 965 22230782 (Local Rates)
Malaysia	: 00 800 177 36666 (Toll Free)
New Zealand	: 00 800 177 36666 (Toll Free)
Oman	: 968 24762789 (Local Rates)
Qatar	: 974 4366852 (Local Rates)
Saudi Arabia	: 8008 140089 (Toll Free)
Singapore	: 001 800 177 36666 (Toll Free)
Thailand	: 001 800 177 36666 (Toll Free)
UK	: 00 800 177 36666 (Toll Free)
United Arab Emirates	: 8000 177023 (Toll Free)
United States of America	: 1 800 952 7145 (Toll Free)

TELEPHONE BANKING PERSONAL IDENTIFICATION NUMBER (PIN):

At HSBC, we are dedicated towards making everyday banking simpler and more convenient for our valued customers. Our PhoneBanking services satisfy your banking needs, as you enjoy convenience from the comfort of your home or even when you're traveling abroad. It's quick, secure and at your fingertips.

To bank over the phone, you will require your HSBC PhoneBanking Personal Identification Number (PIN). You can instantly generate your PhoneBanking PIN using a combination of your debit/credit card number and associated PIN by following the steps below.

Steps to Generate PhoneBanking PIN	Banking	Credit Cards
Step 1	Call HSBC PhoneBanking and select the language of your choice. Enter your bank account number followed by symbol #.	Call HSBC PhoneBanking, and select the language of your choice. Enter your credit card number followed by symbol #.
Step 2	To confirm that you do not have a PhoneBanking PIN press # and to set your PhoneBanking PIN select 1.	To confirm that you do not have a PhoneBanking PIN press # and to set your PhoneBanking PIN select 1.
Step 3	Enter your debit card number followed by symbol #.	Enter your credit card number followed by symbol #.
Step 4	Select 2 and enter your debit card PIN.	Select 1 and enter your credit card PIN.
Step 5	Enter a new 6 digit PhoneBanking PIN of your own choice and re-enter the same to confirm. Your PhoneBanking PIN will be successfully generated.	Enter a new 6 digit PhoneBanking PIN of your own choice and re-enter the same to confirm. Your PhoneBanking PIN will be successfully generated.

Usage of your Phonebanking Personal Identification Number (PIN) and Personal Banking number or Credit Card Number for accessing PhoneBanking service will be construed as acceptance of PhoneBanking terms and conditions. The terms and conditions for PhoneBanking service are available on the HSBC website (<https://www.hsbc.co.in/accounts/terms/>).

